

POLICIES

Attendance, Absences and Make-ups

Tuition reserves all lesson times during the trimester for a student regardless of student non-attendance, vacation, field trips, school music obligations, sports, etc. In the event of illness or family emergency, the student/parent must contact the office as early as possible, and in such cases, every attempt will be made to reschedule the lesson during make-up week or as the teacher's schedule permits. **Teachers may only be able to make up one lesson per trimester.** Excused absences carry over each trimester within an academic year, but school year make-ups do not apply to summer and vice versa. All other absences are considered unexcused; whenever possible we will work with you to find an alternate opening in the teacher's schedule for that week. NISOM is not obligated to make up for student absences. Cases of extended illness will be handled on an individual basis. In the event of teacher absence, NISOM reserves the right to provide a substitute teacher. Any lessons missed due to teacher absences or NISOM closings will be made up or refunded upon request at the end of the school year. Notify the office if you would like to forfeit your refund as a tax-deductible donation. **No credits or refunds will be given for student absences.**

Playathon and Fundraising: NISOM students will participate in a fundraiser during the school year. Students are expected to participate in the Playathon fundraiser on November 12, 2011; please save this date now. A Playathon is a grand public recital for which students collect sponsorships or sell coupon booklets to earn prizes. Look for more information in your Playathon packet in the fall. If you are unable to participate in Playathon, other fundraisers such as Burger Night or Spring Youngers Community Day may be substituted. NISOM is a non-profit organization, not a business that operates out of tuition income alone; these fundraisers help make up the difference between what we charge in tuition and what it costs to run NISOM, and without them, we would not be able to give lessons.

Recitals: Students are encouraged to perform in at least one recital per school year. Playathon serves as the first recital of the year; students must participate in fundraising to perform. At least one additional recital per studio or instrument grouping will be assigned to a recital date; check with your teacher for your recital date and time. Student recitals are free and open to the public.

Discontinuing lessons: If it is necessary for a student to withdraw, students/parents should fill out a Discontinuance Form **one month in advance** in order to receive a refund for the remainder of the trimester or to stop ACH payments. No refunds will be given for those students withdrawing from lessons during the last four weeks of a trimester or if a form is not received. Written notice is also requested for students who wish to withdraw at the end of the 1st or 2nd trimester; **you will be automatically billed for the following trimester unless we are otherwise notified.** No action is needed to withdraw after 3rd trimester or summer.

Trial lessons: For those students who are just beginning and are unsure that they will like taking lessons, a four-week paid trial period is available. At the end of the trial period, the student must notify the office if they wish to continue lessons, at which time the remainder of tuition for that trimester will be due.

Inclement weather: **Do not assume that NISOM will be closed if schools are closed due to inclement weather.** If NISOM closes, notification will be sent via email, Twitter (@NISOMdbq), and Facebook (NISOM group). We will also ask local radio stations to announce the closing. Please call the office if in doubt.

Injuries: If a student has an injury that temporarily prevents performing, that student's music education continue without disruption using our MIDI resource stations. Teachers can work with students on various software to offer lessons in theory, composition, and/or listening skills until normal performance lessons can resume. Please discuss this option with the office and your instructor before canceling these lessons.

Teachers: If you have no preference for a specific teacher, you will be assigned to an instructor best suited to your ability level and desired schedule. See Faculty Biographies for more information about instructors. If you are having a problem with your teacher, please discuss this with your teacher first. If you cannot resolve the issue directly with him or her, contact the Executive Director to discuss this matter in confidence. If you prefer not to discuss it with the Executive Director, please contact the Secretary of the Board. We will make it a priority to see that any problems are resolved and that you are reassigned in a timely manner.